



Public Service Assistant I Senior Center

20 hours per week, \$12 per hour



POSITION:

The City of Fremont Senior Center has temporary, part-time opportunities available for a Public Service Assistant I. These positions are responsible for assisting with the administrative and customer service functions of the Senior Center. There are two positions available: one will work in the mornings and the other in the afternoons.

This temporary assignment is scheduled to work up to 20 hours per week, with the duration dependent on funding.

EXAMPLES OF DUTIES:

- Answer phones and front counter requests for information.
- Assist seniors with membership registration and renewal.
- Customer service; attend to the needs of visitors at the Center.
- Assist Program Coordinator as needed to execute events, including room set-up and furniture moving.
- Help promote a welcoming, friendly environment for Center users.
- Schedule seniors for center appointments, classes and trips in the office, as well as on the computer.
- Make phone calls to remind seniors and customers of appointments, travel and rentals.
- Assign volunteer hours, assist with training, and find backup for absent volunteers.
- Other duties as assigned.

CANDIDATE PROFILE:

The ideal candidate will possess an understanding of the aging process and a love of working with seniors. Customer service experience is preferred, and a sense of humor is essential. The successful candidate will have the ability to effectively communicate verbally in English, as well as possess an awareness and appreciation of cultural differences. The Senior Center is a part of the Aging and Family Services Division of the City of Fremont Human Services Department, and cross training with other customer service positions is expected. Experience with the Microsoft Office Suite is required.

The following are highly desirables:

- Familiarity with community services programs for the elderly.
- Fluency in Mandarin, Cantonese, Taiwanese, Farsi, Spanish, or Hindi.
- Awareness and appreciation of cultural differences.
- Working knowledge of Microsoft Office Suite and PrintShop.

CPR and AED ability and certification required within 6 months of hire; training will be provided as needed.

BENEFITS:

There are no benefits with this temporary assignment.

APPLICATION INSTRUCTIONS:

To be considered for this position, submit a completed City application and resume:

- Through our online application system at www.fremont.gov/tempjobs, or
- Visit the Human Resources Department at 3300 Capitol Avenue, Building B, Fremont, CA 94538 to use our application kiosk.

First review of applications is July 30, 2014. The position may close without notice. Interested candidates are encouraged to apply immediately.

SELECTION PROCESS:

The process will include individual and/or panel interviews, fingerprint check, reference check, medical evaluation and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process

The City of Fremont is an Equal Opportunity Employer.

Reasonable Accommodation: We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please advise Human Resources of any special needs well in advance by calling (510) 494-4660.

Supplemental Questionnaire: The completion of this Supplemental Questionnaire is required for your application to be considered for the Public Service Assistant I (Senior Center) position and is an integral part of the examination process.

This Supplemental Questionnaire will be used to evaluate your work experience as it relates to the position of Public Service Assistant I (Senior Center).

All answers given in this Supplemental Questionnaire regarding work experience are subject to verification. Any misrepresentation of information will be justification for disqualification from the examination process in accordance with the provisions of the City of Fremont's Personnel Rules.

1. How many years of paid, professional experience do you have performing customer service duties such as: answering/making phone calls, greeting customers, responding to customers' questions?
 - 0 years to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 3 years
 - 3 or more years
2. Do you possess verbal and written bilingual fluency in Mandarin, Cantonese, Taiwanese, Farsi, Spanish, or Hindi? If "yes", answer question 3.
 - Yes
 - No
3. If you answered "yes", in which language(s) are you fluent?
 - Mandarin
 - Cantonese
 - Taiwanese
 - Farsi
 - Spanish
 - Hindi
4. Rate your proficiency with Microsoft Office Suite.
 - No proficiency
 - Beginner
 - Intermediate
 - Advanced
 - Expert